

PCWA Water Quality: Among the Best in the Nation

The 2023 Consumer Confidence Report (CCR) is now available for viewing on the PCWA website or via the QR code below. The CCR is an annual report produced by PCWA that provides a detailed summary of the water quality testing PCWA has done over the past year. Each year, PCWA's water quality meets or exceeds State and Federal public health standards for drinking water.



A recent independent survey of the American River Watershed by Starr Consulting found that "PCWA's drinking water supply from the American River continues to be of exceptionally high quality." The independent survey is required by the State

Water Resources Control Board to be completed every five years. The previous survey also found the water quality to be exceptional.

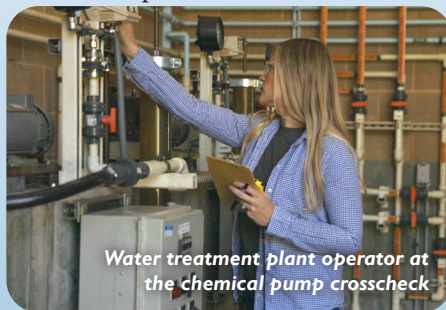
Before the water PCWA provides reaches your home,

it undergoes extensive treatment at the water treatment plants. PCWA has nine treatment plants located throughout our service area. The plants use a variety of filtration processes, including gravity, membrane, and pressure, but the result is always the highest quality water.

The water treatment process begins with the removal of any suspended particles such as rocks, sticks, sand, or leaves from the water. After the removal of the heavier particles, the water feeds through a flash mixer that uses coagulation to bind any of the remaining particulate matter, and then through flocculation to continue the removal process.

After finishing filtration, chlorine is added to disinfect the water to eliminate any harmful organisms. PCWA closely monitors the amount of chlorine to ensure only the necessary amount is added. The water then flows into storage tanks before being distributed to your home or business.

PCWA tests the water supply at multiple points along the way: before it enters the water treatment plants, during the treatment process, after it leaves the water treatment plants, and throughout the distribution system. We collect thousands of samples a year to make sure you are always receiving the highest quality water.



Water Delivery Challenges: Lake Spaulding Update

Partial water flows resume at Lake Spaulding

At the end of July, Pacific Gas and Electric Company (PG&E) completed partial repairs to its damaged infrastructure at Lake Spaulding. Since March, the damage halted the flow of water downstream into Rollins Reservoir, a significant water storage and source for our system. As a result, PCWA asked customers to conserve water through the summer.

Unfortunately, while PG&E was testing repairs to other portions of their facilities, additional damage occurred. PG&E is still assessing this damage, but it means full flow into Rollins may not be restored until mid-2025. With multiple locations affected, we are facing a phased approach to recovery.

Because this source represents a majority of PCWA's water supply, we must ask customers to continue conserving water for the remainder of 2024. We will continue to draw water from other sources to make up for the shortfall, but ongoing conservation will ensure we avoid a shortage during the months ahead.

We want to thank our customers for their cooperation in conserving water.

Treated water customers have helped by reducing landscape irrigation, fixing leaks, and taking advantage of PCWA rebates. Voluntary reductions and canal water delivery adjustments have also been extremely helpful.

Customers experiencing hardships as a result of adjusted canal deliveries may contact PCWA at (530) 823-4850 or customerservices@pcwa.net.



Gold Mountain California News Media, Inc. PCWA

FIRE & WATER

2024

A supplement to Gold Mountain California News Media in partnership with Placer County Water Agency

NEW!

**FIRE & WATER
2024 PUBLICATION**

WWW.PCWA.NET

SCAN ME! >>>





General Manager's Report

By Andrew Fecko

Last year, as all our customers are surely aware, we implemented a multi-year rate increase. We didn't do this lightly.

In fact, it came only after a detailed study of our infrastructure needs over the next 25 years was completed, and much careful deliberation. Today, I'm happy to tell you the additional rate revenue is yielding big benefits.

We have five water-main replacement projects either already completed or underway this year, as part of our Renewal and Replacement



Program. These are the essential underground pipes that deliver water to your home. Unless replaced soon, these mains are at risk of catastrophic failure, which means sudden water outages that no one wants to endure.

Unfortunately, water pipes don't last forever. They may be deep underground, but pipes are still subject to corrosion, tree roots, shifting soil, vibration, earthquakes, and other factors. Eventually, they all need to be replaced.

It takes time to get projects like these done. We first have to accumulate revenue from our customers to fund the project. Then we have

to design the project and advertise and award construction contracts to local contractors. Also, we're often required to obtain permits from other agencies because, for example, we usually have to close roads and divert traffic to replace underground mains.

The five main-replacement projects this year are two phases of work in the busy neighborhoods of the City of Rocklin, two projects in Auburn, and the "Alta Loop Pipeline" in Alta.

Usually, these projects involve replacing not just the big pipes under the street, but also the individual services that extend to homes and businesses on each side, all the valves, and all the meters. These are big, messy, expensive projects; in total, the five projects this year cost nearly \$11 million and will replace more than two full miles of water mains.

That said, they're not as messy as an unexpected pipeline break, of the sort that occurs without warning when pipes get too old. In those cases, customers lose water suddenly, water can become contaminated, potentially cause property damage, and the duration of the outage may be uncertain until the pipeline is patched.

In addition, whenever we simply patch an aging pipe, we're kicking the can down the road. It's likely that same old pipe will burst again in a different location — maybe even just a few feet away — which means another unexpected water outage for the same community.

It's far more cost-effective to replace old pipes in their entirety because we're only mobilizing staff and equipment one time, we're closing



roads for only one project, and we're juggling only one planned outage rather than multiple emergencies. In addition, we're paying for materials, equipment, and labor at only one point in time, not next year or five years from now when costs have increased.

The typical service life of a water main is 80 years. Our goal with the Renewal and Replacement Program is to replace aging infrastructure before it breaks, so we can keep construction out of your neighborhood for another 80 years.

This year's five projects are just a small part of the 75 miles of pipe large water mains that needs replacement over the next 25 years. That figure does not include other smaller, aging or damaged pipelines. As more of our 650-miles of treated water system ages, the replacement needs will grow. That's why ongoing, proactive investment in our infrastructure is crucial.

As you can see, this work is continuous and requires an infrastructure fund. That's why we're grateful our customers understand the need to collect sufficient money through rates to maintain that fund for the future. Thanks to you, we are able to invest in our community owned water system and ensure you have the highest quality water available whenever you need it.

NEW Account Numbers and Online Customer Portal Coming Soon!

We are working hard behind the scenes to ensure the transition to our new utility billing system goes as smoothly as possible! Find more details at pcwa.net.

Rate Reminder: PCWA customers are reminded that a water rate adjustment will go into effect on January 1, 2025. The adjustment is part of a multi-year rate adjustment, approved by the PCWA Board of Directors in May 2022, and includes an adjustment of 7% in January 2025. The change in monthly charges for water service for each customer will vary depending upon meter size, volume of water used, and customer classification. Please visit our [Multyyear Rate Adjustment](http://pcwa.net) page at pcwa.net for more information.



WEBSITE: PCWA.net

PHONE: (530) 823-4850
(800) 464-0030

MAILING: P.O. Box 6570
Auburn, CA 95604

OFFICE: 144 Ferguson Road
Auburn, CA 95603

@ThePCWA

@ThePCWA

@PlacerWater

@Placer County Water Agency

Board of Directors

PCWA is an independent public agency governed by an elected Board of Directors. Directors represent each of five districts in Placer County and are elected by voters to four-year terms.

Your PCWA Board of Directors:

- DISTRICT 1: Gray Allen (2024 Vice Chair)
- DISTRICT 2: Primo Santini
- DISTRICT 3: Mike Lee
- DISTRICT 4: Robert Dugan (2024 Chair)
- DISTRICT 5: Joshua Alpine

Public Meetings

The Placer County Water Agency Board of Directors meets regularly the first and third Thursdays of each month at 2:00 p.m. at the Placer County Water Agency Business Center at 144 Ferguson Road in Auburn.